

Cancellation Policy



While we understand that on occasion you will be unable to attend for your clinic appointment with Jura Health due to the ongoing COVID Pandemic; and due to the increasing number of clients failing to attend, we have had to introduce a 'fair use' cancellation policy.

Clinics

At the time of your booking, you will be asked for full payment in advance to secure your appointment.

If you cancel your appointment or need to reschedule, we will apply our cancellation policy:

Cancellation with more than 7 days from time of appointment:

Option to transfer booking to another date at no cost.

If you wish to cancel, then a full refund will be offered.

Cancellation between 7-3 days from time of appointment:

Option to transfer to another date at no cost.

If you wish to cancel, then a £25 administration charge will be levied with the balance refunded.

Cancellation between 3days – 24hrs from time of appointment:

Option to transfer to another date at no cost.

If you wish to cancel, then a £50 administration charge will be levied with the balance refunded.

Cancellation with less than 24 hours from time of appointment:

100% non-refundable with no option to use against a future booking